

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A system for assessing information technology services provided to customers, the system comprising:

(a) a first assessment tool comprising a matrix in which each ~~row/column~~ row (column) corresponds to one ~~IT~~ information technology service attribute and ~~the columns/rows provide different levels of IT service maturity~~ each column (row) provides a different level of information technology service maturity pertaining to a customer's experience ~~with that attribute~~, the matrix to provide an indication of customer satisfaction using one measurement technique;

(b) a second assessment tool comprising one or more set of questions, each set of questions pertaining to one ~~IT~~ information technology service attribute, the set of questions to provide an indication of customer satisfaction with the information technology services using a second measurement technique; and

(c) a system for combining the results using the first and second assessment tool and providing a report on the information technology service using the two measurement techniques and providing a report with an assessment of the information technology service and at least one recommendation for improving the information technology service.

1 2. (Currently Amended) A system for assessing information technology services
2 provided to customers including the elements of Claim 1 wherein each
3 row/column of the matrix pertains to one IT information technology service
4 attribute selected from the group consisting of: policies and procedures, team
5 work, consistency of delivery, defect handling, and use of results.

1 3. (Currently Amended) A system for assessing IT information technology
2 customer service including the elements of Claim 1 wherein one set of
3 questions focuses on one IT information technology service attribute and a
4 set of detailed questions has at least one focus area along with a set of
5 descriptions and concerns, and an example for each of the focus areas, which
6 detailed questions are used to assess the level of customer service and
7 satisfaction as perceived by the customer.

1 4. (Currently Amended) The system for assessing IT information technology
2 customer service including the elements of Claim 2 wherein the levels of IT
3 information technology service maturity pertaining to a customer's
4 experience comprise ad hoc, repeatable, consistent, exceptional, and world
5 class.

5. (Currently Amended) A system for including the elements of Claim 1 wherein the first assessment tool comprises a generic matrix of no more than twenty ~~IT~~ information technology service attributes for a quick, general and/or a medium depth assessment.

6. (Currently Amended) A system for including the elements of Claim 1 wherein for an in depth assessment based on workshops, the first assessment tool comprises a detailed matrix ~~having more than twenty IT service attributes~~ allowing for identification of a current level of at least one service attribute and identification of a desired level of the at least one service attribute.

7. (Currently Amended) A method of assessing the information technology services provided to a customer, the steps of the method comprising:

(a) evaluating the delivery of ~~IT~~ information technology services using at least two different types of assessment, one type of assessment being a matrix of different levels of maturity of service for at least one attribute of ~~IT~~ information technology service, the other type of assessment using questions to determine the level of maturity of the information technology services;

(b) ~~comparing the perceived IT~~ a customer's perception of the information technology service attribute with established levels of IT information technology service;

- (c) determining the maturity of IT information technology service; and
- (d) providing a report with recommendations for improving the delivery of IT information technology service to customers.

8. (Currently Amended) A method of assessing the information technology service provided to a customer including the steps of Claim 7 wherein the other type of assessment includes interviewing customers with detailed questions having at least one focus area along with a set of descriptions and concerns, and an example for each focus areas to determine an in depth assessment of the maturity of IT information technology services being delivered to customers.

9. (Currently Amended) A method of assessing the information technology service provided to a customer including the steps of Claim 7 wherein the one type of assessment uses detailed matrices ~~having more than twenty IT service attributes~~ allowing for identification of a current level of at least one service attribute and identification of a desired level of the at least one service attribute in a workshop approach with customers so that the level of maturity of IT information technology services can be determined and the step of providing a report includes comparing the maturity of IT information technology services with levels of maturity in the detailed matrices for different aspects of IT information technology service delivery.

Claims 10-12 (Cancelled)

1 13. (Currently Amended) A system for assessing ~~IT~~ information technology
 2 customer service including the elements of Claim 4 wherein the ~~IT~~
 3 information technology service attribute having levels of ~~IT~~ information
 4 technology service maturity pertaining to a customer's experience comprising
 5 ad hoc, repeatable, consistent, exceptional may be determined and identified
 6 for improvement.

1 14. (Currently Amended) The system for assessing ~~IT~~ information technology
 2 customer service including the elements of Claim 3 wherein the ~~IT~~
 3 information technology service attribute is data processing applications for
 4 inventory control.

1 15. (Currently Amended) The system for assessing ~~IT~~ information technology
 2 customer service including the elements of Claim 3 wherein the ~~IT~~
 3 information technology service attribute is data processing applications for
 4 invention control.

1 16. (Currently Amended) The system for assessing ~~IT~~ information technology
 2 customer service including the elements of Claim 3 wherein the ~~IT~~

information technology service attribute is data processing applications for financial reporting.

17. (Currently Amended) The system for assessing ~~IT~~ information technology customer service including the elements of Claim 3 wherein the ~~IT~~ information technology service attribute is data processing applications for payroll.

18. (Currently Amended) The system for assessing ~~IT~~ information technology customer service including the elements of Claim 3 wherein the ~~IT~~ information technology service attribute is data processing applications for computer aided design and manufacturing (CADAM).

19. (Currently Amended) The system for assessing ~~IT~~ information technology customer service including the elements of Claim 3 wherein the ~~IT~~ information technology service attribute is definition and understanding of the ~~IT~~ information technology service.

20. (Previously Added) A system for including the elements of Claim 3 wherein for an in depth assessment based on interviews, the second assessment tool comprises a set of detailed questions having a focus area, with a description and considerations of the focus area, and an example of the focus area.